



PRIVACY POLICY

International Student Solutions (ISS) Inc.

Effective Date: September 01, 2026

Last Updated: September 13, 2026

1. Who we are

International Student Solutions (ISS) Inc. ("ISS," "we," "us," or "our") is an education consultancy based in the Philippines. We provide education consultancy and assistance with student applications and related services agreed with our clients.

We act as the Personal Information Controller for personal data we collect and use to manage our website and consultancy services. This policy covers students, prospective clients, parents, guardians, sponsors, and website visitors.

2. Our commitment to privacy

We process personal data in accordance with the Philippine Data Privacy Act of 2012 (Republic Act No. 10173), its Implementing Rules and Regulations, and applicable National Privacy Commission issuances. We observe transparency, legitimate purpose, and proportionality.

Where our activities fall within the scope of foreign privacy laws, including the EU General Data Protection Regulation or UK data protection laws, we also meet the applicable requirements and provide supplementary notices where necessary.

3. Information we collect

Depending on your enquiry and requested services, we may collect:

- **Contact details:** Name, email address, telephone number, address, and preferred communication method.
- **Application information:** Study preferences, intended destinations, career interests, application history, and correspondence.
- **Sensitive personal information:** Age, educational records, transcripts, qualifications, examination results, government-issued identification details, and health or disability information where necessary for requested accommodations or applications.
- **Financial and sponsorship information:** Evidence of funding, sponsor details, billing information, and payment records where relevant.
- **Parent or guardian information:** Contact details, relationship to the student, and evidence of authority where needed.
- **Technical information:** IP address, device and browser information, website activity, and cookie preferences, where collected.

We identify required information when collecting it. If it is unavailable, we may be unable to complete the relevant service or application. Please provide only information relevant to your request.

4. How we collect information

We collect information through our website, enquiry forms, consultations, email, telephone, messaging services, events, and application processes. We may also receive information from authorised representatives, educational institutions, testing organisations, or application partners involved in your requested services. Where required, we inform you of the source and purpose of this collection.

If you provide another person's information, please ensure you are authorised to do so and make this policy available to them.

5. Why we use information

- Respond to enquiries and schedule consultations.
- Assess your background, preferences, and application requirements, and recommend suitable education opportunities.
- Prepare, submit, and monitor applications you ask us to assist with.
- Coordinate with institutions, scholarship bodies, testing organisations, and relevant application authorities.
- Deliver agreed services, process payments, and maintain business records.
- Secure our systems, prevent misuse, and improve our services.
- Address complaints and comply with legal requirements.
- Send optional promotional communications according to your consent and preferences.

We obtain separate permission before publishing identifiable testimonials, photographs, or student success stories.

6. Lawful grounds and consent

For ordinary personal information, we rely on the applicable lawful ground, such as your consent, steps you request before entering a contract, performance of our agreement, legal obligations, or legitimate interests subject to your rights.

For sensitive personal information, including educational records, we obtain your prior, specific consent unless another exception under Section 13 of the Philippine Data Privacy Act applies. Contract performance or legitimate interests alone do not authorise processing of sensitive personal information. Where another applicable law requires additional conditions, we meet those conditions.

You may withdraw consent by contacting our Data Protection Officer. We will explain any effect on services that depend on the information. Withdrawal does not invalidate earlier lawful processing or prevent retention required by law.

This policy provides information. Visiting our website or reading this policy does not, by itself, constitute consent.

7. Who receives your information

Where necessary and legally permitted, we share relevant information with:

- Institutions and education providers involved in your selected applications.
- Scholarship bodies, testing organisations, and application platforms.
- Government or immigration authorities where relevant to assistance you request.
- Providers of hosting, storage, communications, client management, and payment services.
- Parents, guardians, sponsors, or representatives where authorised or otherwise permitted by law.
- Professional advisers and public authorities where necessary for legal obligations or claims.

We limit disclosures to the relevant purpose. Providers processing information on our behalf must follow appropriate confidentiality, security, and data protection obligations.

Institutions and authorities may act as independent controllers and apply their own privacy notices. Funding a student's education does not automatically entitle a sponsor or parent to access all of that student's information.

8. International data transfers

Your applications may require information to be sent to overseas institutions or organisations. Our technology providers may also store or access information outside the Philippines. Destinations depend on your selected institutions and the providers used for the relevant service. We provide relevant destination and recipient information through application-specific or supplementary notices where required.

We remain accountable for personal data under our control when transferred domestically or internationally and use contractual or other reasonable safeguards to provide a comparable level of protection.

Where GDPR, UK law, or another applicable law imposes additional transfer requirements, we use an applicable lawful transfer mechanism, such as recognised contractual safeguards, together with additional measures where required. Contact our Data Protection Officer for details of destinations and safeguards, or copies of applicable safeguards subject to lawful redactions.

9. Cookies and marketing

Where our website uses cookies or similar technologies, we explain their purposes, providers, and durations through a cookie notice or preference tool. Where consent is required, non-essential technologies are activated only after you agree. Available preference controls and browser settings allow you to manage cookies; disabling certain cookies may affect website functions.

You may opt out of marketing using an unsubscribe link or by contacting us. We may still send communications necessary to deliver your requested services.

10. How long we retain information

We retain personal data only for as long as needed for its stated purpose and applicable legal requirements. Case closure means completion or cancellation of agreed services, including agreed follow-up support.

Record category	Retention period
Enquiries that do not become clients	12 months from the last meaningful contact.
Routine consultancy and application records	2 years after case closure; limited to necessary correspondence and application history.
Signed service agreements and essential evidence of services delivered	10 years after completion or termination for a limited contract archive, subject to review of applicable legal claims periods.
Passport/ID copies, transcripts, bank statements, health records, and sensitive supporting documents	Delete within 6 months after case closure, unless a documented ongoing purpose, legal requirement, or claim justifies longer retention. Remove unnecessary duplicates earlier.
Invoices, books of accounts, and supporting accounting records	5 years using the BIR calculation below, or longer where legally required.
Marketing contact lists	Until consent is withdrawn or 24 months without meaningful engagement, whichever comes first.
Evidence of consent	While the relevant processing continues, plus 3 years; retain only necessary evidence.
Unsubscribe / do-not-contact records	For as long as needed to honour the opt-out. Retain a minimal suppression record and review its necessity annually.
Website security and access logs	90 days from creation; relevant extracts may be preserved for incident investigation.
Identifiable website analytics	Up to 12 months from collection, where used. Cookie durations are disclosed separately.
Backup copies	Rolling deletion within 90 days. Access is restricted to recovery purposes, and deletions are reapplied after restoration.

Accounting records: Under BIR Revenue Regulations No. 7-2024, the five-year period runs from the day following the relevant return filing deadline, or the actual filing date if filed late, for the taxable year of the last entry. Records material to pending tax protests or tax credit/refund claims are retained until final resolution, even beyond five years.

We securely delete, destroy, or irreversibly anonymise data when retention ends. Specific records may be retained longer for legal obligations or claims, with periodic review. Different requirements under another applicable jurisdiction apply to affected records. Restricted backup copies expire through the scheduled backup cycle.

11. Security and incident response

We maintain reasonable and appropriate organisational, physical, and technical safeguards proportionate to the information we handle. Access is restricted to authorised personnel, and we require appropriate protection from providers processing information for us.

If a breach occurs, we investigate, take appropriate corrective action, and notify the National Privacy Commission, affected individuals, and other authorities when legally required.

12. Children and younger students

For students under 18, we involve a parent or legal guardian and obtain their consent where required. We verify authority where appropriate and explain information handling in language suitable for the student. We collect only information relevant to the requested service and consider the student's privacy and best interests. Different age or consent requirements may apply under foreign law.

13. Your rights and complaints

Subject to applicable conditions and exceptions, Philippine law provides rights to be informed, access information, object to processing, request correction, request erasure or blocking, data portability, lodge a complaint, and seek damages for violations.

Where other laws apply, you may also have rights to restrict processing and protections concerning solely automated decisions with legal or similarly significant effects. If we undertake processing requiring an automated decision-making or profiling notice, we will explain its operation, significance, consequences, and available safeguards before that processing as required by law.

To make a request, contact our Data Protection Officer. We may request proportionate identity verification and will respond within applicable legal periods. You may lodge a complaint with the Philippine National Privacy Commission through privacy.gov.ph. Where applicable, you may also complain to the relevant supervisory authority in another jurisdiction.

14. External websites and policy changes

External websites, including institution and application portals, have their own privacy policies. Please review them before submitting information. We update this policy when our practices or legal requirements change, publish the updated date, and provide additional notice or seek fresh consent where required.

15. Contact our Data Protection Officer

Company: International Student Solutions (ISS) Inc.

Data Protection Officer: Webster Intad

Email: webster.intad@internationalstudentsolutions.com

Telephone: +63 9189370732

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